

General

vCIO (Virtual Chief Information Officer)	✓
<i>We help with top level IT planning & budgeting to help your core business.</i>	
24x7 Remote Monitoring	✓
<i>We receive an automatic alert if your key systems' health or security are in trouble.</i>	
Account Manager Assigned to Your Business	✓
<i>Nextworks assumes responsibility for your IT. We take pride in ownership.</i>	
30 Minute Response / 4 Hour Commencement SLA	✓
<i>This is our guarantee, but we almost always do better.</i>	
Monthly Report System	✓
<i>Our proprietary network checklist of active tasks and risk identification.</i>	
On-Site Checkups	✓
<i>While much can be conducted remotely, a regular on site presence is often helpful.</i>	
Licensing Compliance Tracking	✓
<i>We track your licenses for users and devices across your network.</i>	
Hardware, Software, & Service Expiration Tracking	✓
<i>We track cloud service renewals, equipment warranties, security certificates, etc.</i>	

User/Endpoint Management

Spam and Antivirus Systems	✓
<i>We provide licensing and management for Antivirus and Spam systems</i>	
Help Desk	✓
<i>We're here when you need us, either remote or on-site.</i>	
Monthly Workstation Review, Patch Management, & Tune-Up	✓
<i>Your workstations get a regular maintenance and review.</i>	
Virus & Trojan Software Management	✓
<i>Your AV software is properly configured, reviewed, and kept current.</i>	
Vendor Hardware Liaison	✓
<i>If a workstation fails, we'll work with the vendor for warranty support as needed.</i>	
Printer and Scanner Management	✓
<i>Nextworks will maintain the network functions and work directly with vendors.</i>	
Virus & Trojan Removal	✓
<i>Despite all the counter measures, malware is sometimes unavoidable.</i>	
Annual Inventory of Desktops, Laptops, and Devices	✓
<i>You may wish to know the hardware and installed software on each machine.</i>	
User Onboarding and Offboarding	✓
<i>We'll facilitate adding new employees and assist in process with your HR.</i>	

Cloud/Server Management

Local and Cloud Backups Monitoring	✓
<i>We ensure that your local and cloud server backup logs are reviewed.</i>	
Integration of Multiple Cloud Providers	✓
<i>As your Virtual CIO, Nextworks can help optimize the compatibility with cloud vendors.</i>	
Exchange & SQL Database Maintenance	✓
<i>We ensure that your databases have proper maintenance plans are being backed up.</i>	
Monthly Server Review, Patch Management, & Tune-Up	✓
<i>Your servers get regular maintenance and review. This is a documented process.</i>	
Recovery of Server in Case of Failure	✓
<i>If your server completely fails, we'll stay all night, weekends... as long as it takes.</i>	
Routine Operational Tasks Such as User Management	✓
<i>We perform the regular tasks such as changing permissions, adding users, etc.</i>	
Vendor Software Liaison	✓
<i>Nextworks can be your interface to your critical software vendor.</i>	
Periodic Data Recovery Tests	✓
<i>Critical data is restored from backup and tested on a semi-annual basis.</i>	

Network Management and Security

Monthly Version Review & Patch Management	✓
<i>Your network hardware receives a regular review for updates and health.</i>	
Recovery of Network Equipment in Case of Failure	✓
<i>If your equipment completely fails, we'll stay all night, weekends... as long as it takes.</i>	
Routine Operational Tasks Such as User Management, Etc.	✓
<i>We perform regular tasks such as adding users to VPNs or updating content filters.</i>	
Configuration Backups	✓
<i>Nextworks backs up your routing configurations, firewall policies, VLANs, etc.</i>	
Telco and ISP Liaison	✓
<i>Nextworks manages the relationship with your Internet and digital telephone line provider.</i>	
SNMP, Syslog & Traffic Monitoring	✓
<i>Nextworks can monitor the activity of core networking equipment.</i>	

Optional Phone Management

Phone System Management	VoIP systems management
Endpoint Management	VoIP systems management